





2.2 Time taken to deal with complaints

The SPSO target timescales for resolving complaints are 5 working days for Frontline Resolution and 20 working days for Investigation cases.

This chart sets out the average number of working days taken to resolve complaints.

2.3 Decisions made

- < There were four stage one complaints, and one stage two complaint received this quarter
- < All were investigated with one complaint Upheld, two complaints Not Upheld and two complaints Partially Upheld

2.4 Nature of Complaints

Stage 1 complaints:

- < Three were received from students who complained of poor guidance or lack of communication from their tutors, one of these also requested a refund of fees
- < One further complaint related to a cancelled Professional Development Award course which had been expected to run but was not approved to run yet (due to COVID delays)

Stage 2 complaints:

- < The stage two complaint was from an Alumni student who complained that course notes she had in 2014/15 academic year were no longer available n50.000008 0 59.3008



3. **Learning Points**

The low number of complaints received to date does not allow any particular conclusions to be drawn in relation to the CHP.

In four of the complaints the target date for resolution was met.

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